



Township of East Zorra-Tavistock

Job Description

Records Management Clerk

(2 year contract)

1. **Position Title:**

Records Management Clerk (2 year contract)

2. **Date Approved:**

March 2024

1. **Pay Grid:**

- Grade 9
- Based on 35 Hours per Week

Reports to:

- Corporate Initiatives Officer/Deputy Clerk

2. **Purpose:**

To provide administrative support to the Chief Administrative office in the area of Records Management while also providing assistance, as required to other departments.

3. **Scope of Position:**

- Work is varied and often in response to Council decisions in addition to the ongoing operations of the Township.
- All work is performed according to Township policy or is rooted in legislation - the incumbent is expected to organize work flow and work independent of close supervision.

4. Responsibilities:**a. Records Management**

- Prepare and input documents for data conversion to Laserfiche software records system
- Assist in maintenance and updates of policies, procedures, guidelines, knowledge bases and other forms of information in both hard copy and electronic formats as required and directed
- Assists in the preparation and input of data conversion information for all software migrations (iCity, Active.Net, eSolutions)
- Ensures data accuracy and meeting deadlines for projects.
- Assists in developing new processes and documentation for newly implemented software
- Maintains a centralized Laserfiche records management database accessible by all departments, updates as required and periodically performs a comprehensive update to purge inactive records.
- Support for Records Management Software training and assistance in the design of reference materials for training purposes. Provides support for end user of Records Management Software upon request
- Periodically performs updates to purge inactive records.

b. Communications

- Assists with updating the corporate website and Township social media pages. Assists in the drafting of policies to strategically advance the Township's online presence.
- Assists with research and preparation of draft news releases, public notices, website and social media posts for various departments.
- Prepares and places advertisements on behalf of the Municipality.
- Processes incoming correspondence and refers to appropriate department and file in appropriate records management category and assist in providing response, if required.

c. Corporate Services

- Back up for reception/customer service front desk.
- When needed provides backup assistance to the general administration staff to assist with time off, tax collection, etc.

d. Other

- Other duties and special projects as assigned by the Corporate Initiatives Officer/Deputy Clerk

5. Working Conditions:

- Work is subject to shifting priorities.
- Moderate stress level with respect to the administrative support functions.
- Certain degree of urgency as some responsibilities deal with time sensitive issues.

6. Hours of Work:

- Thirty-five (35) Hours per Week
- Normal hours are 8:30 a.m. to 4:30 p.m. Monday to Friday
- Attendance at occasional meetings outside of the normal working day may be required.

7. Working Relationships:

- With Corporate Initiatives Officer – receives overall direction and supervision of day to day activities, workload management, general supervision
- With Corporate Services Manager receives direction when assisting Corporate Services in the customer service support role.
- With other Staff - Provides direction with respect to the building permitting/inspections process. Exercises courtesy and co-operation for harmonious working relations with other staff. May be called upon to provide assistance to other departments at peak times or for special projects.
- With the Public – Provides information and assistance while maintaining a high level of courtesy and confidentiality.

8. Knowledge and Skills:

- Training and experience in general office administrative support.
- Reasonable understanding of the municipal administration procedures for records management software systems.
- Good analytical, organizational and time management skills
- Good communication and public relations skills.
- Ability to organize priorities and to work independently.
- Ability to serve and work with the Public.

9. Formal Education:

- Secondary School
- Post secondary education with emphasis on Records Management and Office Administration.

10. Impact of Errors:

- Errors in giving information to the public could lead to inadvertent misleading of the public.
- Poor public relations and embarrassment to staff, self and Council
- Clerical errors could be traced and corrected after costly duplication of effort and annoyance
- Errors with respect to building could lead to legal claims against the Township and/or staff.

11. Control:

- General supervision from the Corporate Initiatives Officer based on Council policy and departmental procedures.
- Licences and Certifications
- Must hold a valid Class “G” Drivers Licence